

# South Carolina Business One Stop

Who are we?



**BUSINESS RULES & ONLINE TOOLS WORKSHOP**

# Background

- Liz Mason, SCBOS Program Manager
  - Corporate Employee – 11 years
  - Business Owner – 13 years
  - Government Sector – 5 years
  - Military Contractor – 3 years
- Nelson Hazeltine, SCBOS Business Analyst
  - Corporate Employee – 25 years
  - Business Owner – 14 years
  - Government Sector – 4 years



## BUSINESS RULES & ONLINE TOOLS WORKSHOP

# TOP QUESTIONS ABOUT SCBOS



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# Question #1

Is SCBOS a state agency or a commercial company?



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# Is SC BOS a state agency or a commercial company?

- SCBOS is part of the SC Department of Revenue, but we do work for all State Agencies/partners.
- SCBOS is an initiative, a partnership among the agencies/partners.



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# Question #2

## Why should I use SCBOS?



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# Why should I use SCBOS?

A. We are your virtual secretary that is the electronic interface between businesses and agencies/partners

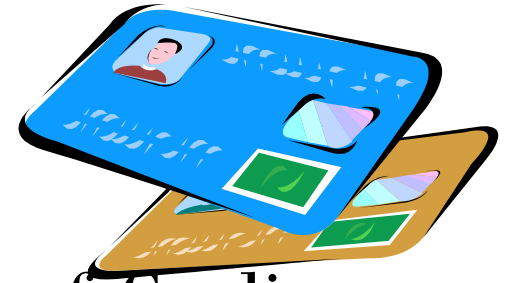


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# Why should I use SCBOS?

## B. Tons of reasons

- Shorter Turn Around Time
- One payment through the use of Credit cards and Checking Account
- Instant Acknowledgement of transactions
- 24x7
- Help Desk
- Simple
- Service is free



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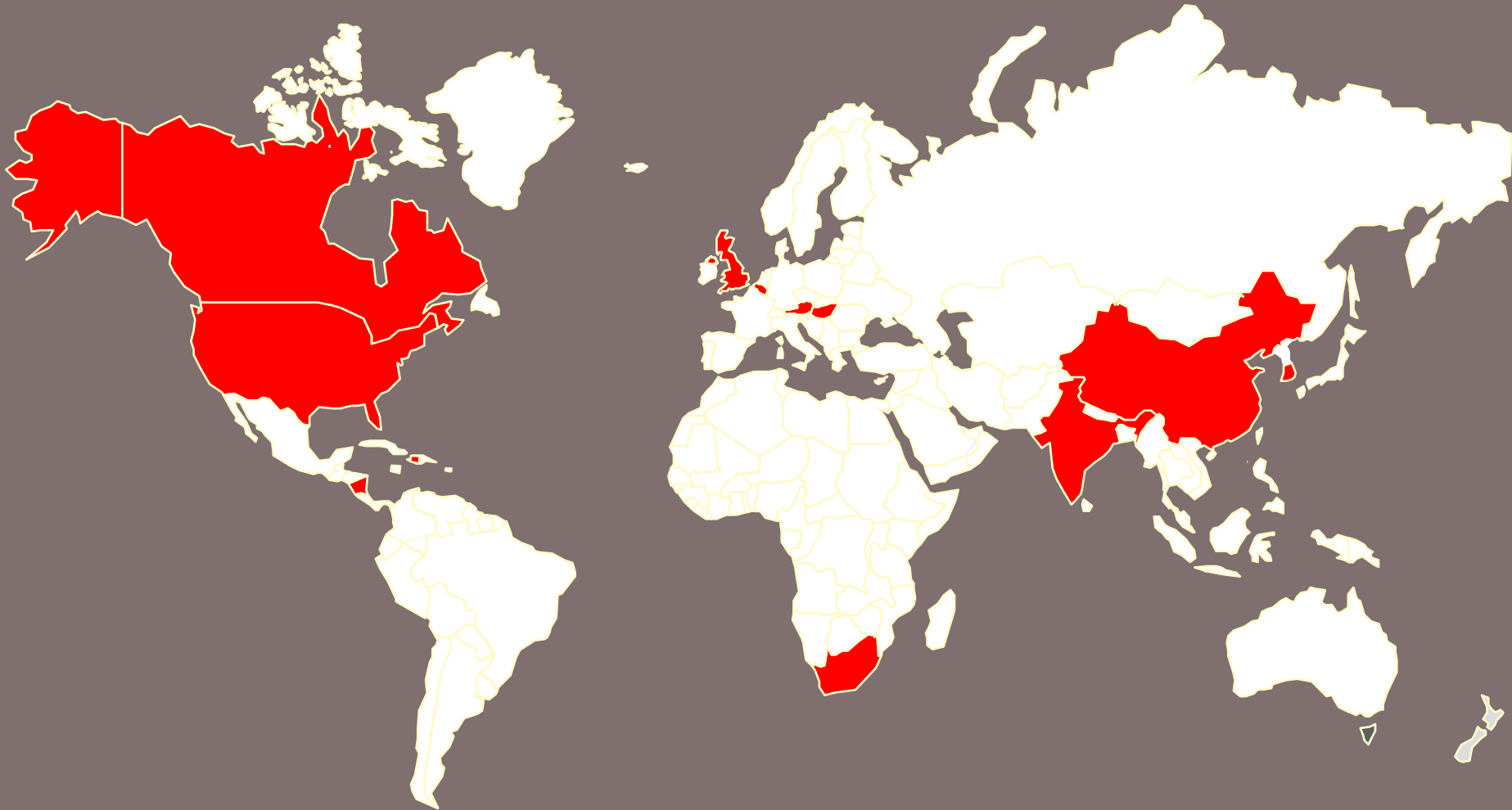
# Question #3

Who uses SCBOS?



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# Countries Using SCBOS

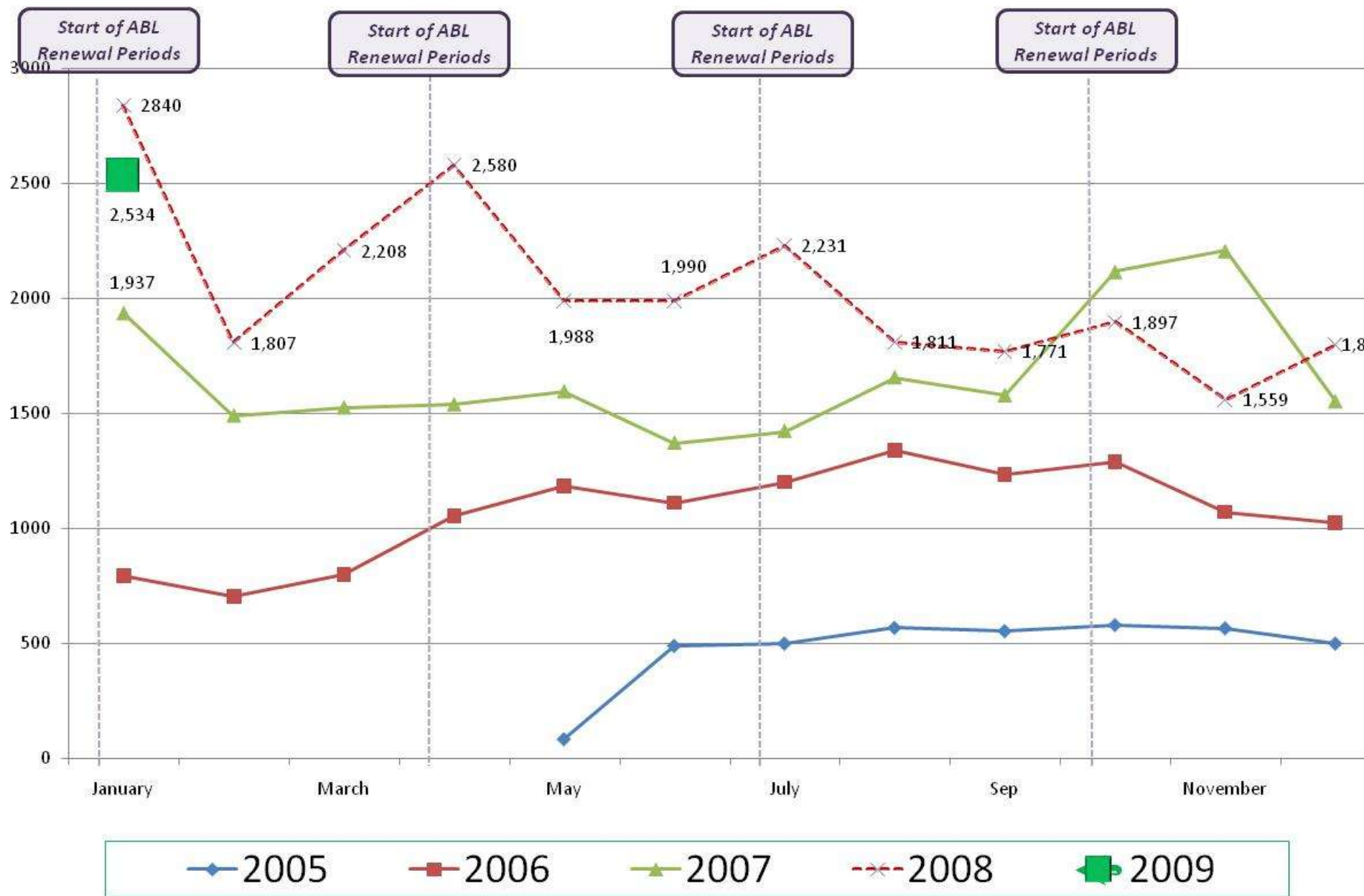


# All States Using SCBOS



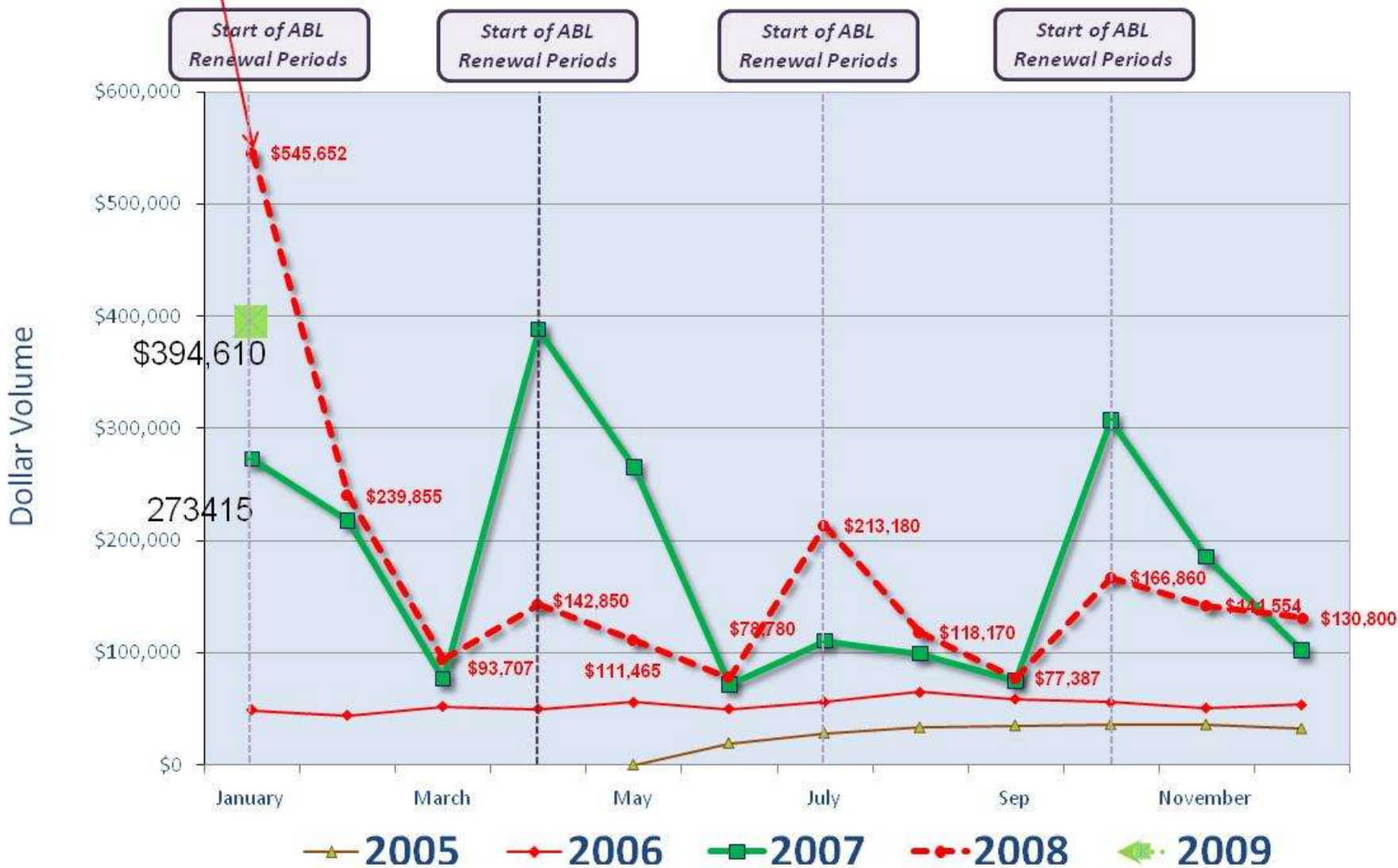
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## Monthly Checkout Transactions By Year



Charleston ABL  
Renewals

# Monthly Dollar Volume By Year





# Who uses SCBOS?

- Business owners
- Accountants
- Lawyers
- Paralegals
- Office managers



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# Question #4

## What can I do with SCBOS?



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# Start New Business Secretary of State (SOS)

## Establish Business Entity

- *Articles of Incorporation – Corporation*
- *Articles of Incorporation – Statutory Close Corporation*
- *Articles of Incorporation – Professional Corporation*
- *Articles of Incorporation – Non-Profit Corporation*
- *Articles of Organization Limited Liability Company*
- *Limited Liability Partnership Registration Certificate of Limited Partnership*
- *Certificate of Authority – Corporation*
- *Certificate of Authority – Non-Profit Corporation*
- *Certificate of Authority – Limited Liability Company*
- *Certificate of Authority – Limited Liability Partnership*
- *Foreign Limited Partnership Registration*
- *Unincorporated Association*



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# Business Changes Secretary of State (SOS)

Submit filings to inform Secretary of State about changes to your business

- *Renewal Application – Domestic LLP*
- *Articles of Amendment – Domestic & Foreign Corporations*
- *Articles of Amendment – Domestic Non-Profit Corporations*
- *Amended Articles of Organization – Domestic LLC*
- *Articles of Dissolution – Domestic Corporations*
- *Resignation of Registered Agent and Discontinuance of Registered Office – Domestic & Foreign Corporations*
- *Notice of Change of Registered Office or Registered Agent – Domestic & Foreign Corporations*
- *Notice of Change of Designated Office, Agent for Service of Process, or Address of Agent – Domestic & Foreign LLC's*
- *Notice of Change of Registered Office or Registered Agent or Both – Domestic & Foreign Non-Profit Corporations*



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# Start New Business Secretary of State (SOS)

## Reserve/Register/Adopt Names with the Secretary of State

- *Reserve Limited Liability Company Name*
- *Reserve Non-Profit Corporate Name*
- *Reserve Corporate Name*
- *Register Foreign Corporation Name*
- *Register Foreign Limited Liability Company Name*
- *Adopt Fictitious Name (for a foreign entity registering in SC and the entity name is being used by an in state entity)*



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# Secretary of State (SOS)

## Agent Information

- *Registered Agent name*
- *Registered Agent Address*
- *Designated Agent Name*
- *Designated Agent Address*



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# Department of Revenue (DOR)

## General

- *Sales Tax Registration (Retail License)*
- *Use Tax Registration*
- *Accommodations Tax (Retail License)*
- *Artist & Craftsman License*
- *Corporate Tax Registration*
- *Employee Withholding Tax Registration*
- *Business Personal Property Tax*



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# Department of Revenue (DOR)

## Retail Alcohol Beverage License (new applications and renewals)

- *On premises beer & wine*
- *Off premises beer & wine*
- *Brewpub*
- *7-day off-premises beer & wine*
- *Sunday/Sabbath beer & wine*
- *Business (restaurant/hotel/motel) Liquor By the Drink*
- *Nonprofit private club Liquor By the Drink*
- *Retail liquor store*



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# Department of Revenue (DOR)

## Wholesale Alcohol Beverage License (Renewals only)

- *Wholesale Beer and wine*
- *Wholesale liquor*
- *Breweries*
- *Wineries*



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# Department of Consumer Affairs (DCA)

## New Applications and Renewals

- *Consumer Credit Grantor Notification*
- *Consumer Rent-to-Rent Notification*
- *Maximum Rate Filing Consumer Sales*
- *Maximum Rate Filing Consumer Loans*
- *Motor Vehicle Closing Registration (renewal only)*



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# Employment Security Commission (ESC)

## Business Unemployment Payments

- *Employer Registration for unemployment insurance tax*



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# Department of Health and Environmental Control (DHEC))

- *Well Permits (Residential and irrigation)*
- *Asbestos Demolition*
- *Asbestos Renovation*
- *Underground Storage Tanks (UST)*



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# Department of Plant Industry at Clemson University

- *General Fertilizer permit*
- *Restricted Fertilizer permit*
- *Liming Materials permit*



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# “Sister Payments” with SCBOS Sign-in

The Department of Revenue has some older applications that are not routed directly through the SCBOS wizards, yet they use some of the SCBOS components such as the sign-on process, etc.

- *Sales Tax*
- *Sales tax return (ST-3 & ST-3EZ)*
- *Accommodations (ST-388)*
- *Schedule for Local Taxes (ST-389)*
- *Withholding Tax Payments*
- *Quarterly Reconciliation (WH-1605)*
- *Annual Reconciliation (WH-1606)*
- *Withholding Payment (WH-1601)*
- *Business Tax Payments*
- *Corporate tax payment (SC1120-V)*
- *Corporate Declaration*
- *Corporate Extension (SC1120D)*
- *Delinquent Tax Bill*
- *Penalty and Interest calculator*
- *Approved Payment Plan (FS-100)*
- *Delinquent Tax Bill (ACL-17, C-133, C-293, FS-44)*
- *Change address/ Location of current registrations*



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# Question #5

How satisfied are SCBOS users?



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# SCBOS User Survey Report Summer 2008

How satisfied  
are SCBOS  
users?

97.3% Would use SCBOS again

94.1% Would recommend SCBOS



## BUSINESS RULES & ONLINE TOOLS WORKSHOP

# How satisfied are SCBOS users?

## 1. Time saving – easy to use – convenient and accessibility [47%]

“As a small business owner, I like the flexibility and convenience SCBOS affords me, especially for filing my Sales Tax. I usually do my business paperwork well after normal 9–5 hours, and I can do the work and get the information I need any time.”

## 2. Online 24/7 access – there when I want to use it [27%]

“I was able to obtain my sales license immediately, at my convenience without having to call Any one or fill out a number of forms.”

## 3. Integration of state agencies, centralized – no running around. [21%]

“It provided license information for all of our facilities that I didn't know was available prior to filing on the new system.”



## BUSINESS RULES & ONLINE TOOLS WORKSHOP



# Question #6

What do businesses just like me  
have to do to get into business?



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What do businesses just like me have to do to get into business?

[HTTP://SCBOS1.NING.COM/](http://scbos1.ning.com/)

## User Community – SC Business One Stop

SC Business Topics for [www.scbos.com](http://www.scbos.com) users

[Main](#) [My Page](#) [Members](#) [Events](#) [Groups](#) [Forum](#) [Blogs](#) [Chat](#) [SCBOS.COM](#)

For SC business users to talk to each other within the context of working with South Carolina agencies and SCBOS. Personal Opinions

### Events

[Business Rules and Online Tools Workshop](#)

[February 6, 2009](#) from 9am to 5pm - SC State Museum

### Forum



[How Have You Been Affected?](#)

Started by Matt Linder in [Sample Title](#) Dec. 19, 2008.



[What does the down economy mean for your business?](#) 1 Reply

Started by Kristin Iden in [Uncategorized](#). [Last reply](#) by SCBOS Program Manager Dec. 16, 2008.

### Blog Posts

Welcome to  
User Community - SC  
Business One Stop

[Sign Up](#)  
or [Sign In](#)

Ads by Google



[File Your DBA - LegalZoom](#)

Fast & Easy DBA Filings

[View All](#)

## BUSINESS RULES & ONLINE TOOLS WORKSHOP

FRIDAY, FEBRUARY 6TH, 2009

COLUMBIA, SC



# What do businesses just like me have to do to get into business?

[HTTP://SCBOS1.NING.COM/](http://SCBOS1.NING.COM/)



## Cleaning Services

1 member

Latest Activity: Dec. 1, 2008

People in the janitorial, cleaning service that have specific business questions



## Internet Businesses

1 member

Latest Activity: Dec. 1, 2008

People in the oline / internet business that have specific business questions



## Computer Consulting

1 member

Latest Activity: Dec. 19, 2008



## Lawn Service, Landscaping

1 member

Latest Activity: Dec. 1, 2008

People in the landscaping, lawn service that have specific business questions



## Real Estate

1 member

Latest Activity: Dec. 1, 2008

People in the real estate service that have specific business questions

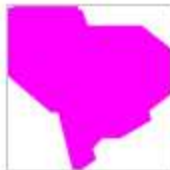


## Restaurants

1 member

Latest Activity: Dec. 5, 2008

People in the restaurant business that have specific business questions



## ESC and SCBOS

1 member

Latest Activity: Dec. 17, 2008

for SCBOS project on ESC and SCBOS



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# Award Winning



- ✓ **South Carolina chapter of Government Management Information Sciences (SC - GMIS) 2005 "Elite Achievers" Award.**
- ✓ ***Network World* magazine 2005 *Top 50* Enterprise All-Star award winner**
- ✓ **March 15, 2006, Federation of Tax Administrators (FTA) Taxpayer Service and Education award.**
- ✓ **March 22, 2006, The Ash Institute for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government *Top 50 Government Innovations award for 2006***
- ✓ **October 2006 , NAISCO 2006 Recognition Award, Honorable Mention – Digital Government: Government to Business**



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# Question #7

How does SCBOS get things done with other state agencies?



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# SCBOS Partners

## Executive Steering Committee

- Mark Hammond, **Secretary of State**
- Ray Stevens, Director, **South Carolina Department of Revenue**
- C. Earl Hunter, Commissioner, **S. C. Department of Health and Environmental Control**
- Roosevelt T. Halley, Executive Director, **S. C. Employment Security Commission**
- Brandolyn Thomas Pinkston, Director, **Department of Consumer Affairs**
- Adrienne Riggins Youmans, Director, **S. C. Department of Labor License and Regulation**
- Frank Fusco, Executive Director, **S.C. Budget and Control Board**
- Joe Taylor, Director of Commerce, **S. C. Department of Commerce**
- Miriam Hair, President, **Municipal Association Of SC**
- Kathy Williams, Vice President, **SC Association of Counties**
- Otis Rawls, President & Chief Executive Officer, **SC Chamber of Commerce**



## BUSINESS RULES & ONLINE TOOLS WORKSHOP



# Contributing Partners

Small Business Development Centers

(Clemson University, SC State University, University of SC, Winthrop University )

SC Treasurer's Office

SC Comptroller General's Office

SC Office of the Chief Information Officer

SC Commission on Higher Education

SC Department of Agriculture

SC Department of Consumer Affairs

SC Department of Insurance

SC Department of Probation, Pardon & Parole Services

SC School for the Deaf and Blind

United States Internal Revenue Service

United States Small Business Administration

Richland County

SC Small Business Chamber

SCANA Corporation

SC Association of Certified Public Accountants

South Carolina Bar

Several private businesses



## BUSINESS RULES & ONLINE TOOLS WORKSHOP



# Take Away

- Use SCBOS
  - It is easier to do Licenses/Permits/Registrations online
  - Customer Support Analysts are prepared to assist you
  - Respondents asked for instant messaging to talk to support analysts
    - And we have it starting February 9.
- Try the User Community for SCBOS
  - <http://scbos1.ning.com/>
  - Become a member of a group for your business type
  - Network with people in other parts of the state



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# Thank you!



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**FRIDAY, FEBRUARY 6TH, 2009**

**COLUMBIA, SC**